Learning, Development and Study Support Policy

Our approach

We want you to grow. Whether that means learning a new skill, gaining a qualification, progressing into a new role, or simply getting better at what you already do - we want to support you.

This policy sets out the learning and development opportunities available and how study support works.

What is available

Depending on your role and your development goals, support may include:

- On-the-job training and coaching from your manager or colleagues
- Access to online learning through iHASCO and other platforms
- Attendance at external training courses, workshops or conferences
- Support for professional qualifications (including study leave and financial support)
- Apprenticeship programmes
- Internal moves, secondments or project work to broaden your experience

Study support

If you are studying for a qualification that is relevant to your role or your development within the Group, we may be able to offer:

- Paid study leave for exams and revision
- Financial contribution towards course fees, books or materials
- Flexible working arrangements during study periods

Study support is agreed on a case-by-case basis. Speak to your manager to discuss what might be available.

Your responsibilities

If we support your studies, we ask that you:

- Attend the course and complete the work
- Keep your manager informed of your progress
- Stay with the company for a reasonable period after completing the qualification (the details will be agreed in advance, usually in your contract of employment or a separate learning and development agreement.)

Performance and development conversations

Your manager should have regular conversations with you about your performance, your goals, and your development. These do not need to be formal - what matters is that they happen, and that you feel supported.

We also expect you to carry out your duties to the best of your ability. If you ever feel that you do not have the training, qualifications or confidence to carry out a task safely and effectively, please tell your manager straight away. This is not a weakness — it is good judgement. We would always rather you spoke up than struggled in silence. We will make sure you get the support you need

Questions

If you want to discuss your development, explore training options, or apply for study support, please speak to your manager.

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Version	Date	Author	Changes
V1	-	Milbank Group	Creation
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